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Objectives

- Participants will become acquainted with the basic elements of successful Critical Conversations.
- Participants will learn tools and skills to augment their current tools and practice.

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What is a Critical Conversation?

A conversation between 2 or more people in which:

- Opposing opinions
- High emotions
- Stakes are HIGH

What happens if we handle a critical conversation badly?

- We increase the gap between what we want, hope for, or expect from the conversation and what actually happens.
- The outcome can have a huge impact on the quality of our lives.

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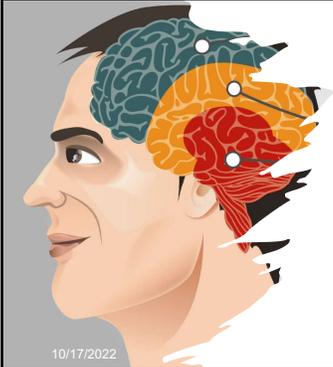
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### What Do You Have To Work With?

- The issue at hand
- The other person
- A primitive limbic system PER PERSON - that is, TWO brains that are preparing to fight or take flight

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critical conversations



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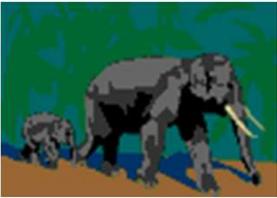
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The Critical Success Factor

### The "Pool of Shared Meaning"



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### Start With Heart

**Focus on what you really want...**

- What do I REALLY want? (For me, for others, for the relationship?)
- What am I ACTING like I really want? (Do my actions, tone, and words match my true intent?)
- How would I behave if I really did want this?

**Refuse the Sucker's Choice (the either/or, fight or flight choice)...**

- What do I NOT want?
- How should I go about getting what I really want and avoiding what I don't want?

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## Slide 7

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**SC0** Judy, do you know what this doc was?

Stevens Cathy, 2022-10-01T05:54:21.266

**CJ0 0** I think it was explaining the "pool"

Cortez Judy, 2022-10-05T15:46:46.217

**CJ0 1** Its the what which is covered in slide 6. I like the picture in slide 7 for slide 6

Cortez Judy, 2022-10-05T15:48:03.999

**SC0 2** I like them both because I want to tell the 7 blind men and the elephant story.

Stevens Cathy, 2022-10-05T16:15:09.989

**SC0 3** But for time we may decide not to.

Stevens Cathy, 2022-10-05T16:15:38.615

**SC0 4** !!!!

Stevens Cathy, 2022-10-05T16:15:59.615

**CJ0 5** Maybe we will need to cut some slides. Not enough time for an hour?

Cortez Judy, 2022-10-05T16:22:27.232

**CJ0 6** I like your 7 blind men story. lets plug that one in?

Cortez Judy, 2022-10-05T16:23:03.326

**SC0 7** Ok. That would be slide 6. Those elephants walk in the slide show version. (Or at least they did!)

Stevens Cathy, 2022-10-05T16:28:43.331



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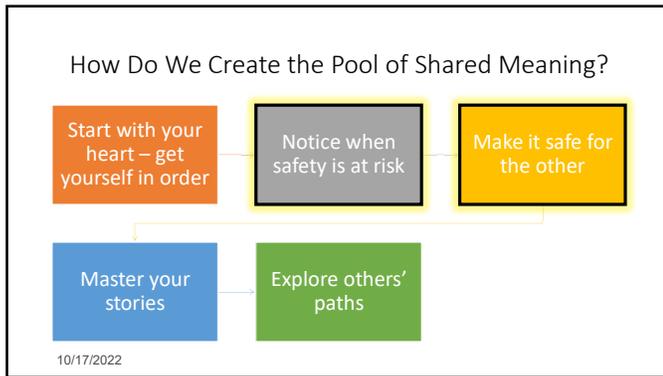
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### Signs That Safety Is At Risk

<p><b>Silence</b> - Any action taken to withhold information from the shared pool of meaning</p> <ul style="list-style-type: none"> <li>• Understating true opinions (e.g. sarcasm or sugarcoating)</li> <li>• Using phrases like “some people” instead of “I” when sharing opinions</li> <li>• Changing the topic when sensitive subjects are brought up</li> <li>• Withdrawing from conversations or relationships</li> </ul>	<p><b>Verbal Violence</b> – Any action taken to compel others to see things from your point of view</p> <ul style="list-style-type: none"> <li>• Exaggerating by using absolutes – you always; you never...</li> <li>• Labeling and name-calling</li> <li>• Monopolizing the conversation</li> <li>• Belittling ideas or people</li> <li>• Threatening</li> <li>• Controlling</li> </ul>
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### When These Things Happen...

- Don't let safety problems lead you astray.
- TAKE YOUR TIME! BREATHE! Wait for your tense gut reaction to subside.
- Recode silence and violence as signs that people feel unsafe. Note: “Hey, they are feeling unsafe. Ask: What can I do to make them feel safer?” A huge task!
- Learn to be *curious*, not angry or frightened. Ask questions and listen to the answers.

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### Make It Safe: Contrasting Statements

**What you DON'T intend**

- How might others mistake my purpose?
- How might they feel disrespected?

**What you DO intend**

- What is my REAL motivation?
- How do I really feel about the other person?

**TIPS:**

- Don't put "BUT" between the two statements.
- Make your sure your intent is clear: What you DON'T mean to do and then what you DO want to do.
- Don't confuse contrasting with "sandwiching."
- Be genuine and sincere.

Helpful Tips

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### Example of a Contrasting Statement

"I don't want to tell you who to have as friends. That is absolutely your choice."

"I do want to make sure there isn't any appearance of favoritism on our team. I think that would make it harder for you as a manager to effectively lead the team."

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Master Your Stories

- When our emotions kick in, we act our worst, and we think it's not our fault.
- Take responsibility for your emotions by owning your stories.
- Change your emotions by changing your stories

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Change Your Story

When you are in a critical conversation,  
Ask yourself these key questions:

- What role did I play in this? What part of this is mine?
- Why would a reasonable, rational person do this?
- Remember your goals What should I do right now to move toward what I really want?

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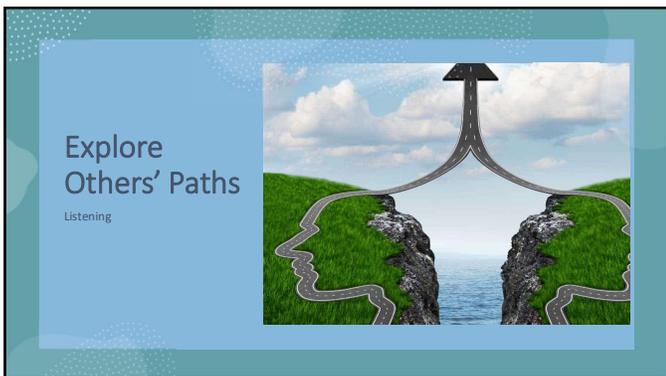
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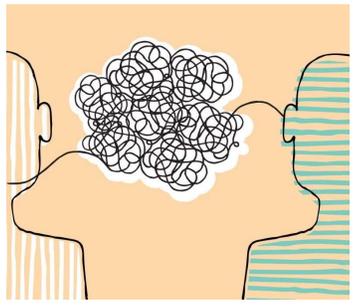
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When You Are Exploring...

- What are the **FACTS** (without interpretation)?
- What story have you made up about those facts?
- Ask about the other person's perspective? (Do you see it differently?)

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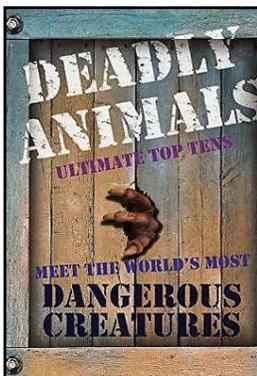
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What Is The World's Deadliest Animal?

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Do you know the world's **DEADLIEST** animal?

<b>Sharks</b>		<b>6</b> deaths annually
<b>Lions</b>		<b>100</b> deaths annually
<b>Snakes</b>		<b>60,000</b> deaths annually
<b>Mosquitoes</b>		<b>830,000</b> deaths annually

Common Mosquito-Borne Disease: **MALARIA**

**QUICK FACTS**

Share the Facts

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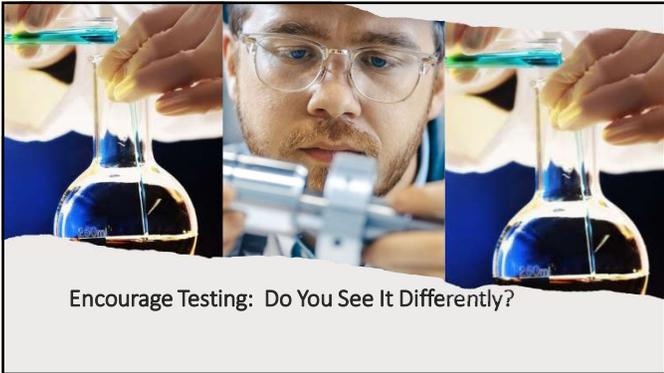
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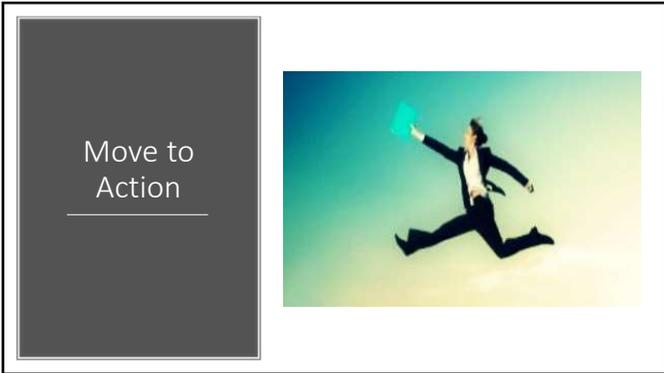
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